

If you have any questions about how to submit or file your complaint, please reach out to the Registrar's Office by email at: complaints-plaintes@nbrea.ca.

Please note that the Office of the Registrar of the New Brunswick Real Estate Association cannot provide legal advice regarding a complaint or ongoing transactional matter.

1. About the Complainant:

Preferred salutation: Mr. Ms. Other:

First Name: Last Name:

Address:

City:

Postal Code:

Email Address:

Phone:

Have you contacted us before about this same complaint matter? yes no

If yes, when?

2. Tell us about our member(s):

In the table below, please indicate the member(s) you wish to name as respondent(s) (the members you are filing a complaint about) in this complaint matter in addition to the company they work for.

Name of Respondent(s)	Respondent's Company
1	
2	
3	
4	

Were you represented by a REALTOR® at the time this complaint matter transpired? yes no

If yes, who?

3. Tell us about this Complaint Matter:

Does this complaint relate to a transaction?

If yes, please provide the address relating to the transaction: _____

Does this complaint relate to one of the following?

- Deposit held in Trust:
- A breach under the REALTOR® Code of Ethics (from the chart below, please select the section of the Code to which the complaint relates):

This table is a generalized version of the REALTOR® Code of Ethics and is provided to assist you in the formulation of your complaint prior to consideration. Each Article of the REALTOR® Code of Ethics has been numbered corresponding to its relevant section of the Code. These articles also have various interpretations that may assist you in understanding the article and its relevance to your complaint. To review these interpretations, please click on this link: <https://www.realtor.ca/resource/realtor-code-of-ethics.pdf>

<input type="checkbox"/> 1. Informed of Essential Facts	<input type="checkbox"/> 16. Discrimination
<input type="checkbox"/> 2. Disclosure of Role - Agency	<input type="checkbox"/> 17. Compliance with Board or Association Bylaws
<input type="checkbox"/> 3. Primary Duty to Client	<input type="checkbox"/> 18. Compliance with Statutory Requirements
<input type="checkbox"/> 4. Discovery of Facts	<input type="checkbox"/> 19. Discrediting Another Registrant
<input type="checkbox"/> 5. Written Service Agreements	<input type="checkbox"/> 20. Respecting Contractual Relationships
<input type="checkbox"/> 6. Written Transaction Agreements	<input type="checkbox"/> 21. Conduct Unbecoming of a REALTOR®
<input type="checkbox"/> 7. Expenses related to the Transaction	<input type="checkbox"/> 22. Principal (Broker) Responsibility
<input type="checkbox"/> 8. Disclosure of Client Benefits	<input type="checkbox"/> 23. Cooperation with Board or Association
<input type="checkbox"/> 9. Disclosure of Customer Benefits	<input type="checkbox"/> 24. Arbitration
<input type="checkbox"/> 10. Outside professional Advice	<input type="checkbox"/> 25. Inter-Board and Inter Provincial Arbitration
<input type="checkbox"/> 11. Personal Interest in Property	<input type="checkbox"/> 26. Avoid Controversy
<input type="checkbox"/> 12. Skilled and Conscientious Service	<input type="checkbox"/> 27. CREA Trademarks
<input type="checkbox"/> 13. Content/ Accuracy of Advertising	<input type="checkbox"/> 28. Intellectual Property Rights of Boards / Associations
<input type="checkbox"/> 14. Advertising Listings of Other REALTORS®	<input type="checkbox"/> 29. REALTOR® Acting as Principal
<input type="checkbox"/> 15. Advertising Claims	<input type="checkbox"/> 30. Duty of Cooperation

4. Describe your complaint or the situation as it transpired.

(Please provide all relevant facts in a chronological order. You may attach separate sheets if necessary.)

List any documents you will be including with this form. These can be emails, text messages, service agreements, transactional documents, etc. They will form the basis of documentary evidence for this complaint matter (*please send copies copies and keep originals*).

Have you tried to discuss or resolve this matter with the Respondent(s) or their manager(s)?

If yes, what happened? If not, why not?

What efforts have you made to date to resolve your concerns?

Are there any persons involved in this complaint matter you would like us to contact who can provide additional information? If so, please provide their names and, if applicable, company names.

What outcome do you hope for once this Complaint Matter has been reviewed (e.g. an apology, some assistance in resolving the problem, sanctions against the member such as discipline, education requirements, etc.)? ***NOTE: NBREA cannot provide legal advice or award costs to a complainant.***

5. Acknowledgments:

I _____,

Hereby acknowledge and understand that the submission of this completed document to the Office of the Registrar of the New Brunswick Real Estate Association (the "Association") constitutes a formal Complaint in accordance with "*An Act to Incorporate the New Brunswick Real Estate Association*" (the "Act").

I further acknowledge that the contents of this complaint and any subsequent responses will be shared in whole with the Respondent(s), their manager(s), and members of the Complaints and Discipline Committees of the Association.

I wish to waive my right to confidentiality or non-disclosure that would normally be expected to be held between a client and their Real Estate representative where any and all communications may be required for review in the resolution of this complaint matter being brought before the Association.

I understand that I am a witness to these proceedings and shall not at any point be considered as a party in the resolution of this complaint matter being brought before the Association.

This complaint is therefore submitted in good faith, by:

Signature:

Date:
